



# Health Services

LOS ANGELES COUNTY

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Deputy Director, Strategic Planning

313 N. Figueroa Street, Suite 912  
Los Angeles, CA 90012

Tel: (213)240-8101  
Fax: (213) 481-0503

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*To ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners.*



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June 6, 2012

TO: Each Supervisor

FROM:  Mitchell H. Katz, M.D.  
Director



SUBJECT: **STATUS REPORT ON KEY INDICATORS OF PROGRESS, HOSPITAL OPERATIONS, AND OTHER ISSUES RELATED TO THE TRANSITION TO THE NEW LAC+USC MEDICAL CENTER – PROGRESS REPORT #77 (Agenda Item #S-2, June 6, 2012)**

This is to provide your Board with the monthly report on the status of transitioning to the new LAC+USC Medical Center (LAC+USC). This report is the full monthly operational report with trends to include the month of April 2012.

### **Census Trending** (ADC includes Psychiatric & Newborn Patients)

The Average Daily Census (ADC) for the month of April was 561 out of 676 licensed beds, an estimated 81% utilization rate (83% occupancy). The census for Medical/Surgical units was an estimated 94% utilization rate (96% occupancy) for April 2012.

### **Emergency Department (ED) Indicators**

Attachment #1 demonstrates decreases in key indicators such as Dangerously Overcrowding and Average Length of Stay (ALOS). The Left Without Being Seen (LWBS) and ED Wait Time indicators remained stable during this period. There was an increase in Median ED Boarding. The number of patients transferred out this period is 10% less than March 2012.

The Dangerously Overcrowding Level Comparison for this period was 1.1%, compared to 6.6% in March 2012.

If you have any questions or need additional information please contact me or Pete Delgado, LAC+USC Chief Executive Officer, at (323) 409-2800.

PD:bh

### Attachments

c: Chief Executive Office  
County Counsel  
Executive Office, Board of Supervisors

**LAC+USC Medical Center**  
Operational Monitoring Report  
Reporting Period –April 2012

| Indicator   | Definition   | Data  |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
|---|--|---|-------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|
| Indicator #1 – Trends in Average Daily Census and Hospital Operations Metrics |  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| 1a. Average Daily Census (ADC)  | <p><b>ADC:</b> A measure of the total number of inpatients occupying licensed beds on a daily basis reported as the arithmetic mean.</p> <p><b>Calculation:</b> Total number of admitted inpatients at 12:00 AM midnight daily, summed over the month and divided by the total number of days in the month.</p> <p><b>Source of Data:</b> Affinity</p> | <div><div>ADC</div><table><thead><tr><th>Month</th><th>ADC</th></tr></thead><tbody><tr><td>Nov '08</td><td>491</td></tr><tr><td>Jan '09</td><td>525</td></tr><tr><td>Apr '09</td><td>551</td></tr><tr><td>Jun '09</td><td>563</td></tr><tr><td>Aug '09</td><td>577</td></tr><tr><td>Oct '09</td><td>572</td></tr><tr><td>Dec '09</td><td>592</td></tr><tr><td>Feb '10</td><td>592</td></tr><tr><td>Apr '10</td><td>567</td></tr><tr><td>Jul '10</td><td>592</td></tr><tr><td>Sep '10</td><td>596</td></tr><tr><td>Nov '10</td><td>598</td></tr><tr><td>Jan '11</td><td>596</td></tr><tr><td>Mar '11</td><td>581</td></tr><tr><td>May '11</td><td>593</td></tr><tr><td>Jul '11</td><td>600</td></tr><tr><td>Sep '11</td><td>577</td></tr><tr><td>Nov '11</td><td>575</td></tr><tr><td>Jan '12</td><td>569</td></tr><tr><td>Feb '12</td><td>579</td></tr><tr><td>Mar '12</td><td>561</td></tr><tr><td>Apr '12</td><td>587</td></tr><tr><td>May '12</td><td>580</td></tr><tr><td>Jun '12</td><td>582</td></tr><tr><td>Jul '12</td><td>580</td></tr></tbody></table></div> <p>Note: Average Daily Census number reported includes Medical Center + Psych + Newborns Census.</p> | Month | ADC | Nov '08 | 491 | Jan '09 | 525 | Apr '09 | 551 | Jun '09 | 563 | Aug '09 | 577 | Oct '09 | 572 | Dec '09 | 592 | Feb '10 | 592 | Apr '10 | 567 | Jul '10 | 592 | Sep '10 | 596 | Nov '10 | 598 | Jan '11 | 596 | Mar '11 | 581 | May '11 | 593 | Jul '11 | 600 | Sep '11 | 577 | Nov '11 | 575 | Jan '12 | 569 | Feb '12 | 579 | Mar '12 | 561 | Apr '12 | 587 | May '12 | 580 | Jun '12 | 582 | Jul '12 | 580 |
| Month   | ADC  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Nov '08   | 491  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Jan '09   | 525  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Apr '09   | 551  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Jun '09   | 563  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Aug '09   | 577  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Oct '09   | 572  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Dec '09   | 592  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Feb '10   | 592  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Apr '10   | 567  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Jul '10   | 592  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Sep '10   | 596  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Nov '10   | 598  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Jan '11   | 596  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Mar '11   | 581  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| May '11   | 593  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Jul '11   | 600  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Sep '11   | 577  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Nov '11   | 575  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Jan '12   | 569  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Feb '12   | 579  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Mar '12   | 561  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Apr '12   | 587  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| May '12   | 580  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Jun '12   | 582  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Jul '12   | 580  |   |       |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |

**LAC+USC Medical Center**  
Operational Monitoring Report  
Reporting Period April 2012

| Indicator   | Definition  | Data   |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
|---|---|--|-------|--------------------|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|
| Indicator #1 – Trends in Average Daily Census and Hospital Operations Metrics |   |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| 1b. Occupancy Rate LAC+USC Medical Center                                     | <p><b>Definition:</b><br/>A measure of the usage of the licensed beds during the reporting period that is derived by dividing the patient days in the reporting period by the licensed bed days in the reporting period.</p> <p><b>Calculation:</b><br/>The total number of admitted inpatients at 12:00 AM midnight, including women in labor, may include normal newborns and psychiatric inpatients divided by licensed or budgeted beds.</p> <p><b>Source of Data:</b><br/>Affinity</p> <p><b>Target:</b><br/>95%</p> | <p>1. Medical Center Licensed Occupancy Rate (excluding Newborns) = Med Center Census - Newborns: 600</p> <table><caption>Medical Center Licensed Occupancy Rate (excluding Newborns)</caption><thead><tr><th>Month</th><th>Occupancy Rate (%)</th></tr></thead><tbody><tr><td>Nov '08</td><td>77%</td></tr><tr><td>Jan '09</td><td>80%</td></tr><tr><td>Mar '09</td><td>84%</td></tr><tr><td>May '09</td><td>85%</td></tr><tr><td>Jul '09</td><td>86%</td></tr><tr><td>Sep '09</td><td>86%</td></tr><tr><td>Nov '09</td><td>86%</td></tr><tr><td>Jan '10</td><td>87%</td></tr><tr><td>Mar '10</td><td>87%</td></tr><tr><td>May '10</td><td>88%</td></tr><tr><td>Jul '10</td><td>89%</td></tr><tr><td>Sep '10</td><td>89%</td></tr><tr><td>Nov '10</td><td>90%</td></tr><tr><td>Jan '11</td><td>90%</td></tr><tr><td>Mar '11</td><td>88%</td></tr><tr><td>May '11</td><td>86%</td></tr><tr><td>Jul '11</td><td>85%</td></tr><tr><td>Sep '11</td><td>84%</td></tr><tr><td>Nov '11</td><td>86%</td></tr><tr><td>Jan '12</td><td>87%</td></tr><tr><td>Mar '12</td><td>85%</td></tr></tbody></table> | Month | Occupancy Rate (%) | Nov '08 | 77% | Jan '09 | 80% | Mar '09 | 84% | May '09 | 85% | Jul '09 | 86% | Sep '09 | 86% | Nov '09 | 86% | Jan '10 | 87% | Mar '10 | 87% | May '10 | 88% | Jul '10 | 89% | Sep '10 | 89% | Nov '10 | 90% | Jan '11 | 90% | Mar '11 | 88% | May '11 | 86% | Jul '11 | 85% | Sep '11 | 84% | Nov '11 | 86% | Jan '12 | 87% | Mar '12 | 85% |
| Month   | Occupancy Rate (%)  |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Nov '08   | 77%   |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Jan '09   | 80%   |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Mar '09   | 84%   |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| May '09   | 85%   |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Jul '09   | 86%   |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Sep '09   | 86%   |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Nov '09   | 86%   |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Jan '10   | 87%   |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Mar '10   | 87%   |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| May '10   | 88%   |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Jul '10   | 89%   |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Sep '10   | 89%   |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Nov '10   | 90%   |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Jan '11   | 90%   |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Mar '11   | 88%   |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| May '11   | 86%   |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Jul '11   | 85%   |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Sep '11   | 84%   |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Nov '11   | 86%   |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Jan '12   | 87%   |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |
| Mar '12   | 85%   |  |       |                    |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |         |     |



**LAC+USC Medical Center**  
**Operational Monitoring Report**  
**Reporting Period April 2012**

| Indicator | Definition | Data  |
|-----------|------------|---|
|           |            | <div><div>2. Medical Center Licensed Occupancy Rate (including Newborns) Med Center Census + Newborn / 676</div><div><div>Healthcare Network Budgeted Occupancy</div><div><div><div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div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| Indicator   | Definition  | Data   |       |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
|---|---|--|-------|-------|------|-------|---------|------|------|------|---------|------|------|------|---------|------|------|------|---------|------|------|------|---------|--|------|------|---------|------|------|------|---------|--|------|------|---------|------|------|------|---------|------|------|------|---------|------|------|------|---------|------|------|------|---------|------|------|------|---------|------|------|------|---------|------|------|------|---------|------|------|------|---------|------|------|------|---------|------|------|------|---------|--|------|------|---------|------|------|------|---------|------|------|------|---------|-------|------|------|---------|-------|------|------|---------|--|------|------|---------|------|------|------|---------|------|------|------|---------|-------|------|------|---------|--|------|------|---------|------|------|------|---------|------|------|------|---------|------|------|------|---------|--|------|------|---------|------|------|------|---------|------|------|------|---------|------|------|------|---------|------|------|------|---------|------|------|------|---------|------|------|------|---------|-------|------|------|---------|------|------|--|---------|------|--|--|
| Indicator #2 - Emergency Department Metrics   |   |  |       |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| 2a.<br>Median<br>Emergency<br>Department<br>Boarding<br>Time<br>(EDBT)<br><br>*Harris<br>Rodde<br>Indicator | <p><b>Boarding Time:</b><br/>Time from MD Admit time (effective date and time of pre-admit) to time the patient actually leaves the ED en route to assigned bed (effective date and time of the ED disposition).</p> <p><b>Calculation:</b><br/>The middle value in the set of individual boarding times for the month arranged in increasing order. If there is an even number of values, then the median is the average of the middle two values.</p> <p><b>Source of Data:</b><br/>Affinity</p> <p><b>Target:</b><br/>Less than 7 hours.</p> | <div><p>Time (hr:min)</p><p>14:24</p><p>12:00</p><p>9:36</p><p>7:12</p><p>4:48</p><p>2:24</p><p>0:00</p></div> <div><p>Nov '08</p><p>Dec '08</p><p>Jan '09</p><p>Feb '09</p><p>Mar '09</p><p>Apr '09</p><p>May '09</p><p>Jun '09</p><p>Jul '09</p><p>Aug '09</p><p>Sep '09</p><p>Oct '09</p><p>Nov '09</p><p>Dec '09</p><p>Jan '10</p><p>Feb '10</p><p>Mar '10</p><p>Apr '10</p><p>May '10</p><p>Jun '10</p><p>Jul '10</p><p>Aug '10</p><p>Sep '10</p><p>Oct '10</p><p>Nov '10</p><p>Dec '10</p><p>Jan '11</p><p>Feb '11</p><p>Mar '11</p><p>Apr '11</p><p>May '11</p><p>Jun '11</p><p>Jul '11</p><p>Aug '11</p><p>Sep '11</p><p>Oct '11</p><p>Nov '11</p><p>Dec '11</p><p>Jan '12</p><p>Feb '12</p></div> <div><p>Adult</p><p>Peds</p><p>Total</p></div> <p>Median EDBT</p> <table><thead><tr><th>Month</th><th>Adult</th><th>Peds</th><th>Total</th></tr></thead><tbody><tr><td>Nov '08</td><td>4:12</td><td>2:17</td><td>4:28</td></tr><tr><td>Dec '08</td><td>4:58</td><td>2:21</td><td>4:33</td></tr><tr><td>Jan '09</td><td>5:22</td><td>3:00</td><td>4:28</td></tr><tr><td>Feb '09</td><td>5:14</td><td>2:22</td><td>4:44</td></tr><tr><td>Mar '09</td><td></td><td>2:32</td><td>4:00</td></tr><tr><td>Apr '09</td><td>7:43</td><td>2:31</td><td>6:06</td></tr><tr><td>May '09</td><td></td><td>2:36</td><td>4:34</td></tr><tr><td>Jun '09</td><td>6:08</td><td>2:35</td><td>4:34</td></tr><tr><td>Jul '09</td><td>5:37</td><td>2:39</td><td>3:54</td></tr><tr><td>Aug '09</td><td>5:01</td><td>2:53</td><td>4:41</td></tr><tr><td>Sep '09</td><td>5:13</td><td>2:40</td><td>4:44</td></tr><tr><td>Oct '09</td><td>5:37</td><td>2:32</td><td>4:44</td></tr><tr><td>Nov '09</td><td>4:36</td><td>2:47</td><td>5:57</td></tr><tr><td>Dec '09</td><td>4:02</td><td>2:34</td><td>4:02</td></tr><tr><td>Jan '10</td><td>5:55</td><td>3:05</td><td>3:45</td></tr><tr><td>Feb '10</td><td>5:14</td><td>2:43</td><td>4:45</td></tr><tr><td>Mar '10</td><td>6:47</td><td>2:27</td><td>5:42</td></tr><tr><td>Apr '10</td><td></td><td>2:28</td><td>5:10</td></tr><tr><td>May '10</td><td>6:23</td><td>2:20</td><td>5:29</td></tr><tr><td>Jun '10</td><td>6:44</td><td>2:16</td><td>5:48</td></tr><tr><td>Jul '10</td><td>10:26</td><td>1:59</td><td>8:44</td></tr><tr><td>Aug '10</td><td>11:32</td><td>2:14</td><td>9:03</td></tr><tr><td>Sep '10</td><td></td><td>2:20</td><td>6:27</td></tr><tr><td>Oct '10</td><td>7:57</td><td>2:07</td><td>5:11</td></tr><tr><td>Nov '10</td><td>9:37</td><td>2:10</td><td>5:33</td></tr><tr><td>Dec '10</td><td>11:22</td><td>2:08</td><td>6:39</td></tr><tr><td>Jan '11</td><td></td><td>2:23</td><td>8:36</td></tr><tr><td>Feb '11</td><td>7:27</td><td>2:04</td><td>6:09</td></tr><tr><td>Mar '11</td><td>7:09</td><td>1:57</td><td>6:03</td></tr><tr><td>Apr '11</td><td>7:28</td><td>2:00</td><td>6:10</td></tr><tr><td>May '11</td><td></td><td>1:50</td><td>4:40</td></tr><tr><td>Jun '11</td><td>5:19</td><td>1:54</td><td>4:59</td></tr><tr><td>Jul '11</td><td>5:40</td><td>1:54</td><td>6:45</td></tr><tr><td>Aug '11</td><td>7:43</td><td>2:03</td><td>4:00</td></tr><tr><td>Sep '11</td><td>4:23</td><td>2:06</td><td>5:09</td></tr><tr><td>Oct '11</td><td>6:06</td><td>1:49</td><td>5:26</td></tr><tr><td>Nov '11</td><td>8:25</td><td>2:06</td><td>7:28</td></tr><tr><td>Dec '11</td><td>10:08</td><td>2:07</td><td>5:45</td></tr><tr><td>Jan '12</td><td>9:04</td><td>2:12</td><td></td></tr><tr><td>Feb '12</td><td>6:41</td><td></td><td></td></tr></tbody></table> | Month | Adult | Peds | Total | Nov '08 | 4:12 | 2:17 | 4:28 | Dec '08 | 4:58 | 2:21 | 4:33 | Jan '09 | 5:22 | 3:00 | 4:28 | Feb '09 | 5:14 | 2:22 | 4:44 | Mar '09 |  | 2:32 | 4:00 | Apr '09 | 7:43 | 2:31 | 6:06 | May '09 |  | 2:36 | 4:34 | Jun '09 | 6:08 | 2:35 | 4:34 | Jul '09 | 5:37 | 2:39 | 3:54 | Aug '09 | 5:01 | 2:53 | 4:41 | Sep '09 | 5:13 | 2:40 | 4:44 | Oct '09 | 5:37 | 2:32 | 4:44 | Nov '09 | 4:36 | 2:47 | 5:57 | Dec '09 | 4:02 | 2:34 | 4:02 | Jan '10 | 5:55 | 3:05 | 3:45 | Feb '10 | 5:14 | 2:43 | 4:45 | Mar '10 | 6:47 | 2:27 | 5:42 | Apr '10 |  | 2:28 | 5:10 | May '10 | 6:23 | 2:20 | 5:29 | Jun '10 | 6:44 | 2:16 | 5:48 | Jul '10 | 10:26 | 1:59 | 8:44 | Aug '10 | 11:32 | 2:14 | 9:03 | Sep '10 |  | 2:20 | 6:27 | Oct '10 | 7:57 | 2:07 | 5:11 | Nov '10 | 9:37 | 2:10 | 5:33 | Dec '10 | 11:22 | 2:08 | 6:39 | Jan '11 |  | 2:23 | 8:36 | Feb '11 | 7:27 | 2:04 | 6:09 | Mar '11 | 7:09 | 1:57 | 6:03 | Apr '11 | 7:28 | 2:00 | 6:10 | May '11 |  | 1:50 | 4:40 | Jun '11 | 5:19 | 1:54 | 4:59 | Jul '11 | 5:40 | 1:54 | 6:45 | Aug '11 | 7:43 | 2:03 | 4:00 | Sep '11 | 4:23 | 2:06 | 5:09 | Oct '11 | 6:06 | 1:49 | 5:26 | Nov '11 | 8:25 | 2:06 | 7:28 | Dec '11 | 10:08 | 2:07 | 5:45 | Jan '12 | 9:04 | 2:12 |  | Feb '12 | 6:41 |  |  |
| Month   | Adult   | Peds   | Total |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Nov '08   | 4:12  | 2:17   | 4:28  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Dec '08   | 4:58  | 2:21   | 4:33  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Jan '09   | 5:22  | 3:00   | 4:28  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Feb '09   | 5:14  | 2:22   | 4:44  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Mar '09   |   | 2:32   | 4:00  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Apr '09   | 7:43  | 2:31   | 6:06  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| May '09   |   | 2:36   | 4:34  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Jun '09   | 6:08  | 2:35   | 4:34  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Jul '09   | 5:37  | 2:39   | 3:54  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Aug '09   | 5:01  | 2:53   | 4:41  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Sep '09   | 5:13  | 2:40   | 4:44  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Oct '09   | 5:37  | 2:32   | 4:44  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Nov '09   | 4:36  | 2:47   | 5:57  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Dec '09   | 4:02  | 2:34   | 4:02  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Jan '10   | 5:55  | 3:05   | 3:45  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Feb '10   | 5:14  | 2:43   | 4:45  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Mar '10   | 6:47  | 2:27   | 5:42  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Apr '10   |   | 2:28   | 5:10  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| May '10   | 6:23  | 2:20   | 5:29  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Jun '10   | 6:44  | 2:16   | 5:48  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Jul '10   | 10:26   | 1:59   | 8:44  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Aug '10   | 11:32   | 2:14   | 9:03  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Sep '10   |   | 2:20   | 6:27  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Oct '10   | 7:57  | 2:07   | 5:11  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Nov '10   | 9:37  | 2:10   | 5:33  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Dec '10   | 11:22   | 2:08   | 6:39  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Jan '11   |   | 2:23   | 8:36  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Feb '11   | 7:27  | 2:04   | 6:09  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Mar '11   | 7:09  | 1:57   | 6:03  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Apr '11   | 7:28  | 2:00   | 6:10  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| May '11   |   | 1:50   | 4:40  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Jun '11   | 5:19  | 1:54   | 4:59  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Jul '11   | 5:40  | 1:54   | 6:45  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Aug '11   | 7:43  | 2:03   | 4:00  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Sep '11   | 4:23  | 2:06   | 5:09  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Oct '11   | 6:06  | 1:49   | 5:26  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Nov '11   | 8:25  | 2:06   | 7:28  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Dec '11   | 10:08   | 2:07   | 5:45  |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Jan '12   | 9:04  | 2:12   |       |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |
| Feb '12   | 6:41  |  |       |       |      |       |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |  |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |      |      |      |         |       |      |      |         |      |      |  |         |      |  |  |

**LAC+USC Medical Center**  
**Operational Monitoring Report**  
**Reporting Period April 2012**

| Indicator | Definition                     | Data   |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
|-----------|--------------------------------|--|-------|--------------------------------|---------|------|---------|------|---------|------|---------|------|---------|------|---------|------|---------|------|---------|------|---------|------|---------|------|---------|------|---------|------|---------|------|---------|------|---------|------|---------|------|---------|------|---------|-------|---------|-------|---------|------|---------|------|---------|------|---------|-------|---------|------|---------|------|---------|------|---------|------|---------|------|---------|------|---------|------|---------|------|---------|------|---------|-------|---------|------|---------|------|---------|------|---------|------|
|           |                                | <div><p>Median Boarding Time (Adult)*</p><p>Time (hrs:min)</p><table><tr><th>Month</th><th>Median Boarding Time (hrs:min)</th></tr><tr><td>Nov '08</td><td>4:42</td></tr><tr><td>Jan '09</td><td>4:58</td></tr><tr><td>Mar '09</td><td>5:22</td></tr><tr><td>May '09</td><td>5:18</td></tr><tr><td>Jul '09</td><td>7:43</td></tr><tr><td>Sep '09</td><td>6:06</td></tr><tr><td>Nov '09</td><td>5:00</td></tr><tr><td>Jan '10</td><td>5:37</td></tr><tr><td>Mar '10</td><td>5:13</td></tr><tr><td>May '10</td><td>5:37</td></tr><tr><td>Jul '10</td><td>4:36</td></tr><tr><td>Sep '10</td><td>4:02</td></tr><tr><td>Nov '10</td><td>5:55</td></tr><tr><td>Jan '11</td><td>5:30</td></tr><tr><td>Mar '11</td><td>6:04</td></tr><tr><td>May '11</td><td>6:23</td></tr><tr><td>Jul '11</td><td>6:47</td></tr><tr><td>Sep '11</td><td>10:26</td></tr><tr><td>Nov '11</td><td>11:28</td></tr><tr><td>Jan '12</td><td>6:17</td></tr><tr><td>Mar '12</td><td>6:39</td></tr><tr><td>Apr '12</td><td>9:37</td></tr><tr><td>May '12</td><td>11:02</td></tr><tr><td>Jul '12</td><td>7:30</td></tr><tr><td>Sep '12</td><td>7:09</td></tr><tr><td>Nov '12</td><td>7:28</td></tr><tr><td>Jan '13</td><td>5:19</td></tr><tr><td>Mar '13</td><td>5:40</td></tr><tr><td>May '13</td><td>7:43</td></tr><tr><td>Jul '13</td><td>4:23</td></tr><tr><td>Sep '13</td><td>6:06</td></tr><tr><td>Nov '13</td><td>6:03</td></tr><tr><td>Jan '14</td><td>10:08</td></tr><tr><td>Mar '14</td><td>9:04</td></tr><tr><td>May '14</td><td>6:38</td></tr><tr><td>Jul '14</td><td>6:27</td></tr><tr><td>Sep '14</td><td>7:11</td></tr></table><p>April '12 data is Preliminary data</p></div> | Month | Median Boarding Time (hrs:min) | Nov '08 | 4:42 | Jan '09 | 4:58 | Mar '09 | 5:22 | May '09 | 5:18 | Jul '09 | 7:43 | Sep '09 | 6:06 | Nov '09 | 5:00 | Jan '10 | 5:37 | Mar '10 | 5:13 | May '10 | 5:37 | Jul '10 | 4:36 | Sep '10 | 4:02 | Nov '10 | 5:55 | Jan '11 | 5:30 | Mar '11 | 6:04 | May '11 | 6:23 | Jul '11 | 6:47 | Sep '11 | 10:26 | Nov '11 | 11:28 | Jan '12 | 6:17 | Mar '12 | 6:39 | Apr '12 | 9:37 | May '12 | 11:02 | Jul '12 | 7:30 | Sep '12 | 7:09 | Nov '12 | 7:28 | Jan '13 | 5:19 | Mar '13 | 5:40 | May '13 | 7:43 | Jul '13 | 4:23 | Sep '13 | 6:06 | Nov '13 | 6:03 | Jan '14 | 10:08 | Mar '14 | 9:04 | May '14 | 6:38 | Jul '14 | 6:27 | Sep '14 | 7:11 |
| Month     | Median Boarding Time (hrs:min) |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Nov '08   | 4:42                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Jan '09   | 4:58                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Mar '09   | 5:22                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| May '09   | 5:18                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Jul '09   | 7:43                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Sep '09   | 6:06                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Nov '09   | 5:00                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Jan '10   | 5:37                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Mar '10   | 5:13                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| May '10   | 5:37                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Jul '10   | 4:36                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Sep '10   | 4:02                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Nov '10   | 5:55                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Jan '11   | 5:30                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Mar '11   | 6:04                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| May '11   | 6:23                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Jul '11   | 6:47                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Sep '11   | 10:26                          |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Nov '11   | 11:28                          |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Jan '12   | 6:17                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Mar '12   | 6:39                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Apr '12   | 9:37                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| May '12   | 11:02                          |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Jul '12   | 7:30                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Sep '12   | 7:09                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Nov '12   | 7:28                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Jan '13   | 5:19                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Mar '13   | 5:40                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| May '13   | 7:43                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Jul '13   | 4:23                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Sep '13   | 6:06                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Nov '13   | 6:03                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Jan '14   | 10:08                          |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Mar '14   | 9:04                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| May '14   | 6:38                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Jul '14   | 6:27                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |
| Sep '14   | 7:11                           |  |       |                                |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |       |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |      |         |       |         |      |         |      |         |      |         |      |



LAC+USC Medical Center  
Operational Monitoring Report  
Reporting Period April 2012

| Indicator  | Definition  | Data  |
|--|---|---|
| <b>Indicator #2 - Emergency Department Metrics</b> |   |   |
| <b>2b. ED Wait Time</b>                            | <p><b>ED Wait Time:</b> Measured from time patient is triaged to time patient is either admitted or discharged reported as an arithmetic mean.</p> <p><b>Definition:</b> Sum of all wait time values during the monthly reporting period divided by the total number of values.</p> <p><b>Source of Data:</b> Affinity</p> <p><b>Target:</b> No target value. Lower numbers are better.</p> | <p><b>Average ED Wait Time</b></p> <p>Legend: Adult (blue diamonds), Peds (pink squares), Total (green triangles)</p> <p><b>Adult Wait Time :</b> *Excludes Psych, Pediatric, Observation Unit, and Jail patients</p> <p><b>Total ED Wait time:</b> *Excludes Psych, Observation Unit, and Jail</p> <p>April '12 data is Preliminary data</p> |